

**THE DIFFICULTIES FACED BY BUSINESS ENGLISH  
APPRENTICES IN CHARGE OF TOUR GUIDE AT KUSUMA  
AGROWISATA DEPARTMENT**

**THESIS**



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adalah benar-benar mahasiswa Prodi Pendidikan Bahasa Inggris FKIP-Umm yang telah melaksanakan proses ujian skripsi pada Periode II 2020. Mahasiswa tersebut telah dinyatakan lulus ujian skripsi dengan nilai B+ dan telah melakukan revisi yang telah disetujui oleh para penguji.

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## MOTTOS

وَلَنَبْلُوَنَّكُمْ بِشَيْءٍ مِّنَ الْخَوْفِ وَالْجُوعِ وَنَقْصٍ مِّنَ الْأَمْوَالِ وَالْأَنفُسِ وَالثَّمَرِ ۗ إِنِّيُبَشِّرُ الصَّابِرِينَ

“And certainly, we shall test you with something of fear, hunger, loss of wealth, lives and fruits, but give glad tidings to As-Sabirin”  
(Al-Baqarah 2:155)

Be grateful what you have, always be confident cause the Almighty with you, and always stay connected with GOD.  
(Jenny Florida Vaulintina Rosa)

## DEDICATIONS

This thesis is dedicated to:

1. My beloved Allah SWT and Nabi Muhammad SAW.
2. My greatest gift I ever had come from GOD, Alm. Ayah Enjang Purnomo and my wonder woman in my life Ibu Yuli Rohma.
3. My cute sisterMahretaMulianda Rosa& brotherDeckyPrioPrakosoRossy.
4. My first Advisors Dra. Thathit Manon Andini, M.Hum and my second Advisor Triastama Wiraatmaja, M.Si.

### **AUTHOR'S DECLARATION OF ORIGINILITY**

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Malang, 06<sup>th</sup> April 2020



Jenny Florida Vaulintina Rosa

# **THE DIFFICULTIES FACED BY BUSINESS ENGLISH APPRENTICES IN CHARGE OF TOUR GUIDE AT KUSUMA AGROWISATA DEPARTMENT**

## **ABSTRACT**

This study was focused on the difficulties faced by Business English apprentices and their solutions. Therefore, this study intends to describe the difficulties faced by Business English apprentices in charge of tour guide at Kusuma Agrowisata Department and knowing the solutions how the Business English students solve it.

In conducting this study, the researcher uses descriptive qualitative research design. This study involved 11 Business English students in academic year 2015 who conducted the apprenticeship in charge of tour guide at Kusuma Agrowisata Department. To support necessary data, the researcher used questionnaire and interview as the research instrument.

The researcher found that there were 7 problems faced by the apprentices. The difficulties were; (1) time management, (2) location problems, (3) background knowledge, (4) uncomfortable feeling, (5) field incompatibility, (6) non-existent person in charge, and (7) tour guide ability. The apprentices solve the problem by (1) changing shift, (2) arranging the schedule on a journal, (3) waking up earlier, (4) asking the supervisor, seniors and employees, (5) preparing the materials, (6) evaluating the mistakes, (7) learning and watching the seniors' performance, (8) focusing on making the visitors understand by their simple explanation, and many more.

**Key Words:** *difficulties, Business English apprentices, tour guide*

Advisor 1

The Researcher

Dra. Thathit Manon Andini M.Hum

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The writer hopes that this writing will give contributions to the improvement of the English teaching and learning process. However, the writer also realizes that this writing is still far from being perfect. Therefore, all criticisms and suggestions will be appreciated.

Malang, 11<sup>th</sup> April, 2020

Jenny Florida Vaulintina Rosa

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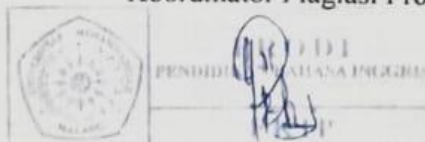
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